

# Decision by Portfolio Holder



Epping Forest  
District Council

**Report reference: H/ /2007-08.**

**Date of report:**

**Portfolio:** Housing.

**Author:** Sandy Lindsay. **Democratic Services:** Mark Jenkins

**Subject:** Housing Service Strategy – Housing Information.

**Decision:** That, following consideration by the Housing Scrutiny Panel, the Housing Service Strategy on Housing Information be approved.

<b>ADVISORY NOTICE:</b> <i>A Portfolio Holder may not take a decision on a matter on which he/she has declared a prejudicial interest. A Portfolio Holder with a personal interest must declare that interest when exercising delegated powers.</i>	
I have read and approve/do not approve (delete as appropriate) the above decision:	
Comments/further action required:	
Signed:	Date:
<i>Personal interest declared by Portfolio Holder/ conflict of interest declared by any other consulted Cabinet Member:</i>	<i>Dispensation granted by Standards Committee: Yes/No or n/a</i>
<b>Office use only:</b> Call-in period begins:	Expiry of Call-in period:

**After completion, one copy of this pro forma should be returned to  
Democratic Services IMMEDIATELY**

**Reason for decision:**

That the Housing Service Strategy on Housing Information be approved in order to assist Housing Services to maintain current service standards and strive for continual improvement in performance. In addition to this retain accreditation for the ISO 9001:2000 Lloyds Register Quality Management System and Charter-mark in respect of Housing Services.

**Options considered and rejected:**

Not to approve the Housing Strategy on Housing Information.

<b>Initialed as original copy by Portfolio Holder:</b>
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## Background Report:

1. Over the past year, the Housing Scrutiny Panel has been reviewing a number of the Housing Service Strategies that were originally produced around 5 years ago, in accordance with an agreed standard framework, and have since been updated. The Housing Service Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 15 Housing Service Strategies have been produced to date, covering:
  - House Sales & Leasehold Services;
  - Rent Arrears;
  - Rent Collection and Administration;
  - Homelessness;
  - Under-occupation;
  - Housing Information;
  - Tenant Participation;
  - Private Rented Sector;
  - Housing Management Services;
  - Older Peoples Housing Services;
  - Housing Allocations;
  - Housing Advice;
  - Empty Properties;
  - Energy Efficiency; and
  - Anti-Social Behaviour.
2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted Housing Services in achieving the Charter Mark award for customer service excellence, and ISO 9001:2000 Quality Accreditation.
3. At its meeting on 25<sup>th</sup> October 2007, the Housing Scrutiny Panel considered the updated Housing Service Strategy on Housing Information, and their comments have been incorporated in the documents.

## Consultation undertaken:

4. The Tenants and Leaseholders Federation and the CAB have been consulted and they fully support the strategy.

## Resource implications:

**Budget Provision:** N/A.

**Personnel:** N/A.

**Land:** N/A.

**Community Plan/BVPP Ref:** N/A.

**Relevant statutory powers:** Housing Act 1985.

**Background papers:** Attached Housing Services Strategy.

**Environmental/Human Rights Act/Crime and Disorder Act Implications:** None.

**Key Decision Reference (if required):** N/A.